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# Family Justice Project

مشروع عدالة الأسرة

FY – 2007 Work Plan

خطة عمل السنة المالية 2007

26 September, 2006

26 سبتمبر 2006

نسخة مجمعة

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## Acronyms

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## **Executive Summary**

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To facilitate Egypt's determination to strengthen equal access to justice, to enhance family stability, and to protect the rights of children, USAID, in cooperation with the Government of Egypt, established the Family Justice Project (“the Project”) and chose Management Sciences for Development as its implementing partner in the Project. The purpose of the Family Justice Project is to enhance access to justice for families. Specifically, the Project supports the implementation of Law Number 10 of 2004, pertaining to the family court system, principally in the pilot governorates of Minya, Giza and Port Said. The Project has two separate counterparts, the Ministry of Justice (MoJ) and The National Center for Childhood and Motherhood (NCCM). There are 3 main components to the Project: (1) Training to strengthen the mediation offices; (2) Improving public access to and information about family court legal services; and (3) Assisting development of a Management Information System (MIS) for the mediation offices. The Project was established on November 7, 2005, and anticipates completion of its work on July 15, 2010.

The major priorities for the first fiscal/program year for the Project, all of which were substantially accomplished, included:

- Establishing office and project operations
- Establishing relationships with GOE counterparts
- Laying groundwork for and launching first NGO grant cycle
- Laying groundwork for training MOJ personnel thorough assessments and development of draft curriculum
- Conducting implementation planning and establishing foundation for MIS Requirements Analysis phase

The major priorities for the upcoming fiscal/program year (October 1, 2006 – September 30, 2007) include:

- Revising and improving curricular materials developed in 2006

- Training staff in 26 pilot mediation offices
- Training MOJ-designated personnel as trainers
- Completing first NGO grant cycle
- Launching second and third NGO grant cycles
- Launching training activities for NGOs to support the family courts
- Developing and deploying MIS
- Beginning training the MIS user community

This work plan spells out in detail the essential programmatic elements to accomplish the priorities listed above, and the activities have been divided by counterpart to the extent possible to simplify consideration and organization.

# MSD Egypt Family Justice Project (DFD-1-00-04-00175-00) Results Framework with Activities

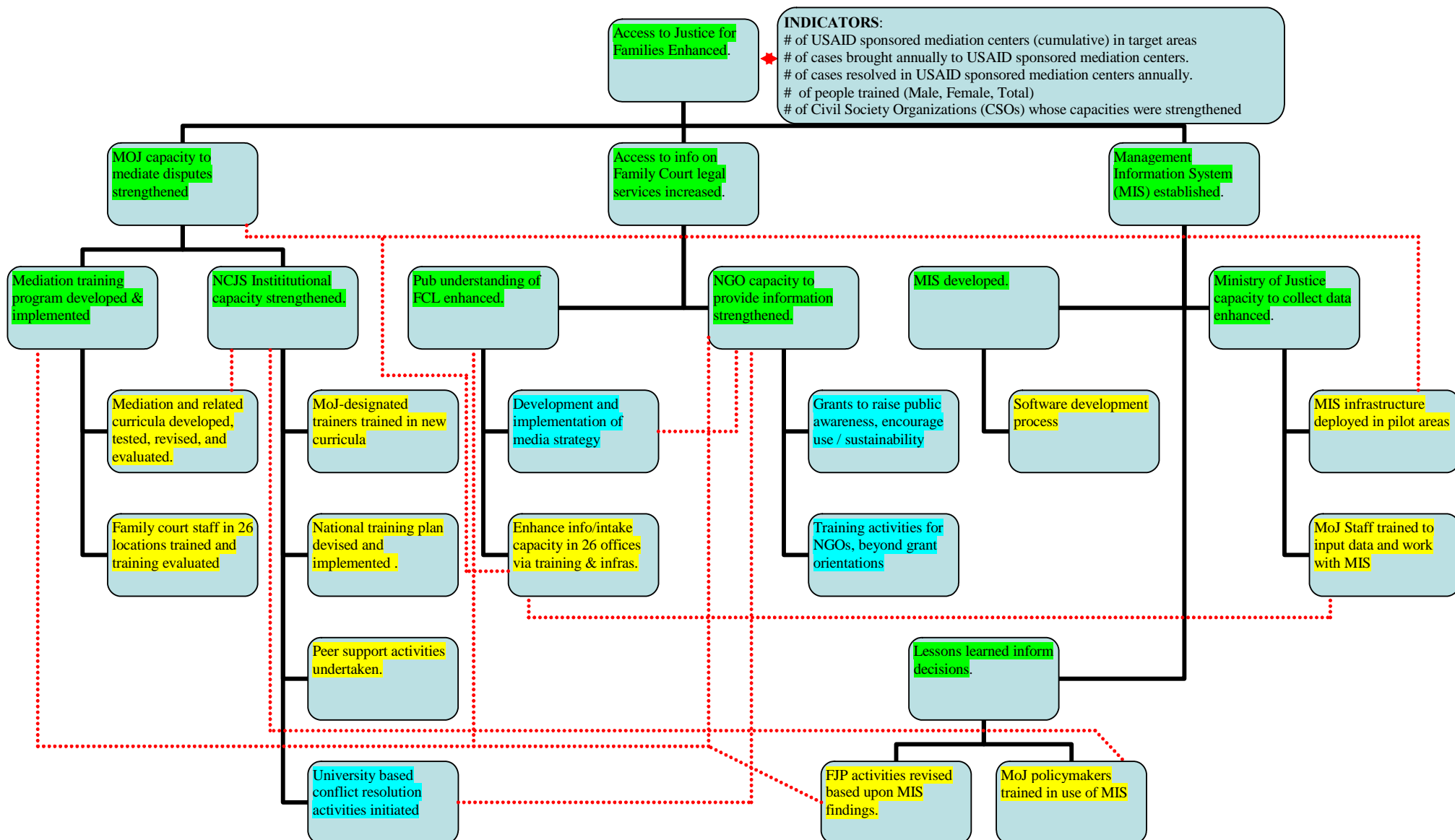
## UNDER IR-3: INCREASED AVAILABILITY OF EFFECTIVE LEGAL SERVICES

**Objective/Result**

**Activity primarily w/ MoJ**

**Activity primarily w/ NCCM**

**Cross-cutting relationships**



**Chronological Overview of FY-2007 Activities by Month  
(October 1, 2006 through September 30, 2007)**

Date	Activities with Ministry of Justice	Activities with NCCM
10/06	Conduct In-depth assessments of 10 mediation offices within pilot areas, including examination of case files, reporting and record-keeping documents, discussions & MIS demonstration tool, and application of the previously developed and approved questionnaire, as appropriate (finishing in November)	Review draft mediation curriculum developed initially for Ministry of Justice mediation staff, and explores ways to adapt curriculum for use in an academic setting. The longer term objective is to develop a strategy for developing an ongoing university-based family mediation training program.
10/06	Begin procurement of commodities to assist accessibility of mediation offices, including mobile telephones, play structures and painting, as well as initial/limited procurements for MIS support, as appropriate.	Implement award from 1 <sup>st</sup> grant cycle (Oct.-Dec. 2006), including: conduct detailed capacity assessment of grantee-designates & sign agreement with grantees if no issues/problems found;
11/06	Conduct a series of workshops with mediation office personnel in pilot areas, moderated by California Family Court Judge Len Edwards. The workshop will focus on, among other point: concepts in family justice, rights and best interest of the child, legal awareness of personal status law and international standards; preserving family stability, issues in family violence, conflict resolution in the family; strategies for engagement. The workshops will encapsulate many points and principles articulated in the mediation training curriculum developed by MSD.	Conduct a series of workshops with NGO personnel in pilot areas, moderated by California Family Court Judge Len Edwards. The workshop will focus on, among other point: concepts in family justice, rights and best interest of the child, legal awareness of personal status law and international standards; preserving family stability, issues in family violence, conflict resolution in the family; strategies for engagement. The workshops will encapsulate many points and principles articulated in the mediation training curriculum developed by MSD.
11/06	Finish In-depth assessments of 10 mediation offices within pilot areas, including examination of case files, reporting and record-keeping documents, discussions & MIS demonstration tool, and application of questionnaire, as appropriate	1 <sup>st</sup> Grant Cycle--Establish capacity development and reporting plans for each successful grantee, including specific training needs and undertake specialized training as appropriate.

Date	Activities with Ministry of Justice	Activities with NCCM
12/06	Workshop with Mediation Office Heads, including discussion of draft training curriculum, review of Management Information System capabilities demonstration tool, and presentation of assessment findings as appropriate.	1 <sup>st</sup> Grant Cycle--release funds to successful grantees
1/07	Revise technology deployment & procurement plan for the mediation offices that specifically addresses MIS needs, as well as public access enhancements, and procure agreed MIS commodities (January – September 2007)	Implement second grant cycle (January – May 2007), starting with grant orientation workshops in target areas for interested NGOs, and preparation for cycle 2, which may include a narrowly targeted 2d RFA to supplement 1 <sup>st</sup> cycle, if deemed necessary. All applicants not selected from Cycle 1 will automatically carry over into Cycle 2.
1/07	Begin 1 <sup>st</sup> round of training for all mediators, administrators and experts from 26 pilot sites, consisting of three days of training, with 5 groups	Review of pending applications from Cycle 1
1/07	Assist MoJ development/testing of software for MIS (January – June 2007)	
2/07	Complete 1 <sup>st</sup> round of training for mediators and others	Issuance of 2d RFA, if any.
3/07	First session of training for trainers	
4/07	Begin 2d round of training for all mediators, administrators and experts from 26 pilot sites, consisting of three days of training, with 5 groups	Review of grant applications, including capacity assessments.
5/07	Complete 2d round of training	Issuance of Awards decisions for 2d Cycle, followed by implementation following pattern established in Cycle 1
5/07	Second session of training for trainers	Family Justice & Personal Status Issues workshop for NGO



Date	Activities with Ministry of Justice	Activities with NCCM
6/07	Begin 3d round of training for all mediators, administrators and experts from 26 pilot sites, consisting of three days of training, with 5 groups	Implement 3d grant cycle following pattern of earlier grant cycles
7/07	Complete 3d round of training  Third session of training for trainers	Issuance of RFA for 3d Grant Cycle, if any.
8/07		Acceptance of applications for RFA, if any
9/07		Review of Applications

## **Overview of FY-2007 Activities with Ministry of Justice (October 1, 2006 through September 30, 2007)**

To facilitate Egypt's determination to strengthen equal access to justice, to enhance family stability, and to protect the rights of children, USAID, in cooperation with the Government of Egypt, established the Family Justice Project (“the Project.”) The purpose of the Project is to enhance access to justice for families. Specifically, the Project will support the implementation of Law Number 10 of 2004, pertaining to the family court system, principally in the pilot governorates of Minya, Giza and Port Said. There are 3 main components to the Project:

- Training to strengthen the mediation offices;
- Improving public access to and information about family court legal services; and
- Assisting development of a Management Information System (MIS) for the mediation offices.

The Project was established on November 7, 2005, and anticipates completion of its work on July 15, 2010. Herein is a description of program activities the Project proposes to undertake with the Ministry of Justice during the program year October 1, 2006 through September 30, 2007.

The main project activities are:

(1) Work with the Ministry of Justice to develop a training program in family mediation for the Ministry's family mediation panels and a program to familiarize Judges working in Family Courts with issues in family mediation. To accomplish this goal, during FY-2007 the Family Justice Project will:

### ***1<sup>st</sup> QUARTER (October 1-December 31, 2006)***

- Conduct In-depth assessments of 10 mediation offices within pilot areas, using the previously developed and approved questionnaire (October-November 2006);
- Conduct a series of workshops with family court personnel, taking place in Minya, Giza, and Port Said, focusing on the advantages and challenges of family mediation, moderated by California Family Court Judge Len Edwards (Oct. 29-Nov. 10, 2006);
- Conduct a workshop with Mediation Office Heads from the 26 pilot offices, taking place in Cairo, including presentation of mediation office assessment survey, and discussion of draft training curriculum, as well as presentation and review of Management Information System capabilities demonstration (see below) (December 12-13, 2006);

### ***2<sup>nd</sup> QUARTER (January 1 – March 31, 2007)***

- Undertake first round of training for all mediators, administrators and experts from 26 pilot offices, consisting of four days of training, with 5 groups of 50 participants each, taking place in the respective pilot governorates (Jan. 28 – Feb. 28, 2007);
- At the end of the 1<sup>st</sup> training session, the Project will identify and recommend to the Ministry of Justice the mediation staff that may be most suitable to act as future trainers (March 4-8, 2007);
- After the Ministry of Justice has designated the mediation staff that will work as trainers, the project will undertake the first session of training for trainers, taking place in Cairo ( March 18-29, 2007);

### ***3<sup>rd</sup> Quarter (April 1 – June 30, 2007)***

- Undertake second round of training for mediators, administrators and experts from 26 pilot sites, with three days of training, 5 groups of 50 participants each

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- Undertake second session of training of trainers (May 20-24, 2007)
  - Conduct 3d round of training for all mediators, administrators and experts from 26 pilot sites, consisting of three days of training, with 4 to 5 groups of 50 participants in each group (June 3– July 5 2007)

***4<sup>th</sup> QUARTER (July 1 – September 30, 2007)***

- Undertake third session of training of trainers (July 15-19, 2007)

(2) Work with Ministry of Justice and National Council of Childhood and Motherhood to improve public access to and information about the family court legal services. To accomplish this goal, during FY-2006, the Family Justice Project will:

***1<sup>st</sup> QUARTER (October 1-December 31, 2006)***

- Conduct In-depth assessments of 10 mediation offices within pilot areas, using the previously developed and approved questionnaire (see above) (October-November 2006);
- Develop, submit and revise a procurement plan for the mediation offices that includes public access enhancement as well as MIS needs (see below) (October–December 2006);
- Begin procurement

***2<sup>nd</sup> – 4<sup>th</sup> QUARTERS (January 1- September 30, 2007)***

- Procure agreed commodities (January–September 2007);

(3) Work with Ministry of Justice to develop a Management Information System (MIS) to keep track of cases being handled in the mediation offices, to collect data on implementation of mediation services, and to serve as a basis for statistical reports and

analysis. To accomplish this goal, during FY-2007 the Project will:

***1<sup>st</sup> QUARTER (October 1-December 31, 2006)***

- Short workshops with mediation office staffs at to 6 October, Tag Ad-Dowal, (Imbaba), Port Said, and Minya City mediation office complexes, to discuss MIS Capacity Demonstration Tool, and to solicit comments (October 2006)
- Conduct in-depth assessments of 10 mediation offices within pilot areas (at least one day per selected mediation office), using the previously developed and approved questionnaire, and also for follow-up MIS capability & needs discussions as required (October-November 2006);
- Revise MIS capabilities demonstration tool, to solicit commentary and advice from community of users as to final contents of MIS (October-December 2006).
- Conduct a workshop with Mediation Office Heads from the 26 pilot offices, taking place in Cairo at National Center for Judicial Studies or at a suitable hotel conference site, including presentation of mediation office assessment survey, and discussion of draft training curriculum, as well as presentation and review of Management Information System capabilities demonstration (see above) (December 12-13, 2006);
- Develop, submit and revise a technology deployment & procurement plan for the mediation offices that specifically addresses MIS needs, as well as public access enhancements, and begin procurement (see above) (October – December 2006);

***2<sup>nd</sup> - 4<sup>th</sup> QUARTER (January 1 – September 30, 2007)***

- Assist Ministry of Justice development of software for MIS (January-June 2007)
- Procure agreed commodities (January–September 2007);
- Implement MIS component of training program for mediation office administrative assistants, integrated to the extent possible with training for mediators (see above) (June-July 2007).

## **Overview of FY-2007 Activities with NCCM (October 1, 2006 through September 30, 2007)**

To facilitate Egypt's determination to strengthen equal access to justice, to enhance family stability, and to protect the rights of children, USAID, in cooperation with the Government of Egypt, established the Family Justice Project ("the Project.") The purpose of the Family Justice Project is to enhance access to justice for families. Specifically, the Project will support the implementation of Law Number 10 of 2004, pertaining to the family court system, principally in the pilot governorates of Minya, Giza and Port Said. There are 3 main components to the Project:

- Training to strengthen the mediation offices;
- Improving public access to and information about family court legal services; and
- Assisting development of a Management Information System (MIS) for the mediation offices.

The Project was established on November 7, 2005, and anticipates completion of its work on July 15, 2010. Herein, is a description of proposed program activities taking place during the program year October 1, 2006 through September 30, 2007.

The main activities of the Project are as follow:

(1) Develop and implement a training curriculum in family mediation for the mediation panels working in the family courts, as well as other court personnel. To accomplish this goal, during FY-2007 the Family Justice Project will:

### ***1<sup>st</sup> QUARTER (October 1-December 31, 2006)***

- Work with NCCM to review, revise and improve the draft mediation curriculum and other training materials that have been developed for Ministry of Justice staff (October-December 2006);
- Work with NCCM to devise strategy to institutionalize family mediation training at University level, employing draft mediation curriculum as starting point (October 2006-September 2007);
- Organize series of workshops on family justice issues with NGOs in three pilot areas, led by California Family Court Judge Leonard Edwards, and invite NCCM

(2) Improve public access to and information about the family court legal services by establishing and supporting a grants program to assist NGOs in raising public awareness, by initiating related training activities for NGOs, and by providing media support to participating NGO activities. To further this goal, during FY-2007, the Family Justice Project will:

***1<sup>st</sup> QUARTER (October 1-December 31, 2006)***

- Finalize draft grant monitoring policies and procedures proposed in previous planning cycle, including financial controls and capacity assessment checklist (October 2006);
- Implement award from 1<sup>st</sup> grant cycle (Oct.-Dec. 2006), including:
  - Conduct detailed capacity assessment of chosen finalist grantees,
  - Sign agreement with grantees if no improprieties found;
  - Develop capacity development plan for each successful grantee, including specific training needs and undertake specialized training identified after capacity assessment;
  - Establish reporting plan for successful grantees,
  - Release funds to successful grantees;
- Conduct Family Justice & Personal Status Issues workshop for NGOs interested in family justice (November 2006), led by Judge Len Edwards. The workshops will focus on, among other concepts:
  - Concepts in family justice,
  - Legal awareness of personal status law and international standards;
  - Preserving family stability
  - Issues in family violence
  - Conflict resolution in the family
  - Strategies for engagement



***2<sup>nd</sup> & 3<sup>rd</sup> QUARTERS (January 1 – June 30, 2007)***

- Implement second grant cycle (January – May 2007):
  - Grant orientation workshops in target areas for interested NGOs (January)
  - Preparation of 2d RFA (January)
  - Issuance of 2d RFA (February)
  - Acceptance of applications (March)
  - Review of Applications (April)
  - Issuance of Awards decisions (May)
- Undertake follow up activities for 2d grant cycle following pattern of 1<sup>st</sup> cycle (June-Sept. 2007)
- Conduct 2<sup>d</sup> Family Justice & Personal Status Issues workshop for NGOs interested in family justice (May 2006).

***4<sup>th</sup> QUARTER (July 1 – September 30, 2007)***

- Implement 3d grant cycle following pattern of earlier grant cycles (June-Sept. 2007)

(3) Develop a Management Information System (MIS) for the family court mediation offices, to keep track of cases, to collect data on implementation, and to serve as a basis for statistical reports and analyses. To accomplish this goal, during FY-2007 the Project will solicit NCCM's views of what types of information need to be collected by Ministry of Justice to improve service and function of the mediation offices (October-December 2007).

# Annex B

## FY – 07 Training Plan

### **A- Introduction**

The Family Justice Project (FJP) is committed to the concept that its training programs emanate from demonstrable training needs. To that end, training participants are surveyed and trained in a manner that inspires them to adopt the best practices of their fields. The project provides training that is relevant, culturally appropriate, thorough, and encompassing and conducted by trainers who are technically and culturally competent. All FJP training programs stress experiential learning and are developed in such a manner that they can be replicated by others.

The Family Justice Project's first year training plan outlines in general how the project training activities will be implemented.

The first year annual training plan corresponds to the period of the overall work plan for the FY-07. The FY-07 Training Flow Chart and matrix (attached) contains a preliminary idea of the nature and types of training that will be conducted. The details of the training plan will only be finalized after completion of:

- 1- The training needs assessments.
- 2- Agreement of the counterparts in MOJ and NCCM on training activities, locations and dates.

### **B- Approach to Training**

Upon our initial visits to 25 of the 26 Mediation Offices and based on our findings and discussions with the mediation staff we are in a position to

propose a comprehensive approach to training that enhances the institutional capacity of the project and builds long-term sustainability. Our training activities in the FY-07 will focus on identified actual training needs and the priority of the related activities. While assessments are conducted for each member of the staff in all 26 mediation offices, the results being identified and analyzed shall be incorporated into the training plan. In the following years of the life of the project we shall continue to increasingly focus on capacity building to ensure sustainability beyond the life of the project.

### **C- Utilizing Established Training Systems**

USAID ADS 252 and 253 and TraiNet shall be the framework for all training activities to comply with, and watched for, as participant training regulations; together with the USAID/Cairo Mission guidelines. Our training team will punctually post all the required information regarding trainees and programs into the TraiNet database as appropriate. MSD Inc - Washington shall support the project with all lessons learnt from other MSD Inc. projects worldwide.

### **D- Estimated Training Costs**

The estimated training costs for the FY-07 are included in the projected budget located in this work-plan. The cost may vary depending on the schedule of the training as to be agreed upon by the MOJ and NCCM and the relevant counterparts and NGOs.

## Training Plan October 06 – September 07

	Date	Training	Start	Finish	Participants	Number	Institutions
<b>Q1</b>	<b>10/01/06 12/31/06</b>						
		Judge Len Edwards Workshop with NGOs-Minia	10/31/2006	10/31/2006	NGOs representatives	30 Participants	MSD
		Judge Len Edwards Workshop with Mediation offices staff - Minia	11/1/2006	11/1/2006	Mediation office staff	40 Participants	MSD
		Judge Len Edwards Workshop with NGOs-Giza	11/5/2006	11/5/2006	NGOs representatives	30 Participants	MSD
		Judge Len Edwards Workshop with Mediation offices staff - Giza	11/6/2006	11/6/2006	Mediation office staff	40 Participants	MSD
		Judge Len Edwards Workshop with NGOs-Port-Said	11/7/2006	11/7/2006	NGOs representatives	30 Participants	MSD
		Judge Len Edwards Workshop with Mediation offices staff - Port-Said	11/8/2006	11/8/2006	Mediation office staff	15 Participants	MSD
		Mediation Office Heads Workshop	12/12/2006	12/13/2006	Heads of Mediation offices	20-26 Participants	MSD
<b>Q2</b>	<b>01/01/07 03/31/07</b>						
		1st set of training sessions for mediation office staff (5 workshops)	1/28/2007	2/28/2007	Mediation office staff	250 Participants	MSD
		Grant Orientation WKS	1/30/2007	1/30/2007	NGOs representatives	30 Participants	MSD
		TOT sessions (3 days)	3/18/2007	3/22/2007	Mediation office staff	26 Participants	Training Firm
<b>Q3</b>	<b>04/01/07 06/30/07</b>						

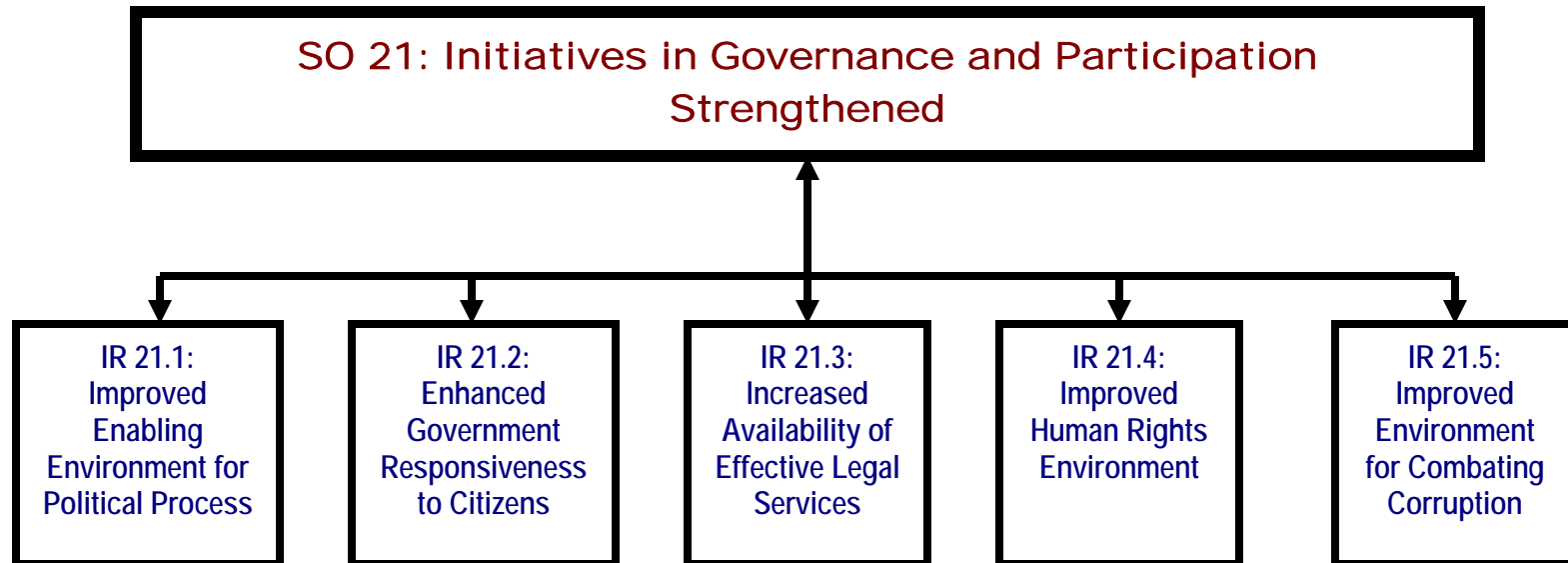
	Date	Training	Start	Finish	Participants	Number	Institutions
		2d set of training sessions for mediation office staff (5 workshops)	4/1/2007	5/10/2007	Mediation office staff	250 Participants	MSD
		TOT sessions(3 days)	5/20/2007	5/24/2007	Mediation office staff	26 Participants	Training Firm
Q4	07/01/07 09/30/07						
		3d set of training sessions for mediation office staff (5 workshops)	6/3/2007	7/5/2007	Mediation office staff	250 Participants	MSD
		TOT Sessions (3 days)	7/15/2007	7/19/2007	Mediation office staff	26 Participants	Training Firm
		Grant Orientation WKS	8/6/2007	8/9/2007	NGOs representatives	30 Participants	MSD

## Life of Project Flowchart

# Family Justice Performance indicators

## Performance Management Plan (June 2006)

### SO 21: Initiatives in Governance and Participation Strengthened



## List of Mission-Specific and USAID Common Indicators Included in This Performance Management Plan

RESULT/PROGRAM COMPONENT	PERFORMANCE INDICATOR	COMMENTS
<b>IR 21.3: Increased Availability of Effective Legal Services</b>		
<b>PC 5: Strengthen the Justice Sector</b>  Family Justice Project Indicators	21.3.6: Number of USAID-sponsored mediation centers (cumulative) in targeted areas	USAID Common Indicator 5.7 (Family Justice Project) NOTE: All three of these indicators are parts of the Common Indicator, which reads as follows: "Does your program support any form of ADR? Number of USAID sponsored mediation centers (cumulative) in target areas. Number of cases brought to USAID-sponsored mediation centers...Number of cases resolved in USAID-sponsored mediation centers in FY 2005; planned for 06, 07 and 08
	21.3.7: Number of cases brought annually to USAID-sponsored mediation centers	
	21.3.8: Number of cases resolved in USAID-sponsored mediation centers	
	21.3.9: Number of people trained	USAID Common Indicator 5.9 (Family Justice Project) NOTE: The data from this indicator will be aggregated with the data from Indicators 21.3.5 (AOJS II) and 21.3.14 (Criminal Justice) for reporting to Washington on Common Indicators.
	21.3.10: NGO Scorecard (of progress in capacity development)	Mission-Specific Indicator (Family Justice) NOTE: The data from this indicator may be used to report against the USAID Common Indicators 11.2, 11.2.1, and 11.2.4. (11.2: "Has your program worked to strengthen the organizational capacity of civil society organizations? If yes, in what way?" 11.2.1: "If yes, have those CSOs assisted by USAID improved in the last year? If yes, specify how this was demonstrated (e.g. effective oversight of government, participation in decision-making process, etc)? Specify how organizational capacity was measured. If no, why not?)" and 11.2.4: "If you answered yes to the questions above, what was the number of groups assisted in FY__?"



## IR 21.3: Increased Availability of Legal Services (PC 5: Strengthen the Justice Sector)

Performance Indicator 21.3.6: # of USAID-sponsored mediation centers (cumulative) in target areas (USAID Common Indicator 5.7)											
Unit: Cumulative number of centers											
Results Data	Baseline 2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Targeted	0	26	52	78	104						
Actual	0										
<b>Indicator Description (Definition):</b> A USAID-sponsored mediation center is a Ministry of Justice mediation office that, through USAID assistance under the Egypt Family Justice Project, received significant USAID assistance in one or more of the following areas: staff training either by project staff or by NCJS-designated staff with project assistance; development and use of a new management information system; and physical improvements to target offices, including either equipment purchases or physical improvements.											
<b>Data Source:</b> Human Resources: project training attendance records; Systems: Project records on development and deployment of MIS; Infrastructures: Project records of procurement or physical improvements.						<b>Rationale/Critical Assumptions for Indicator:</b> This is a USAID common indicator (PC 5.7)					
<b>Schedule/Frequency of Data Collection:</b> Quarterly						<b>Method/Approach of Collection/Calculation:</b> All the data necessary are contained within project records and readily retrievable.					
<b>Responsible Officer:</b> Margaret Groarke, CTO											
<b>Data limitation and Quality Assessments:</b> As with all other indicators reported to Washington, the responsible officer will conduct a Data Quality Assessment every 3 years.						<b>Data Analysis/Dissemination Plan:</b> Being assembled from project records; the records will be disseminated to USAID and partners via annual and quarterly reports.					
						<b>Other Donors in Sector:</b> No other donors are currently working with the mediation offices.					
<b>Indicator's Relevance to Gender:</b> In family law cases, women by law must first seek access to the legal system through mediation, and supporting the mediation offices increases access to effective legal services for women in particular.											
<b>Indicator's Relevance to Poverty:</b> By law, mediation, unlike litigation, is free of charge, and supporting the mediation offices increases access to effective legal services for those that cannot afford other alternatives.											
<b>Additional Comments:</b> The project will directly support the 26 mediation offices located in the 3 pilot governorates of Giza, Minya and Port Said. In these three governorates, the Project will provide the 26 offices a complete package of staff training, deployment of the management information system, and physical improvements. Beyond the 26 pilot offices, the Project will support staff training but not MIS deployment or infrastructure improvement. Beyond the 26 initial sites, the Project will support staff training either through direct training or training of trainers using Project-developed curricular materials, or both.											

## IR 21.3: Increased Availability of Legal Services (PC 5: Strengthen the Justice Sector)

Performance Indicator 21.3.7: # of cases brought annually to USAID sponsored mediation centers. (USAID Common Indicator 5.7)											
Unit: Annual number of cases											
Results Data	Baseline 2006	2007	2008	2009	2010*	2011	2012	2013	2014	2015	2016
Targeted		1% over prior yr.	2% over prior yr.	3% over prior yr.	2% over prior yr.						
Actual	TBD										
Indicator Description (Definition): A USAID-sponsored mediation center is one of 26 Ministry of Justice mediation offices in the target governorates of Giza, Minya and Port Said that, through USAID assistance under the Egypt Family Justice Project, received USAID assistance in the form of staff training, development and deployment of a new management information system and physical improvements, including equipment. A case brought to a mediation center is one that has been entered into the mediation center's case ledger and issued a case number.											
Data Source: Case ledgers kept in mediation offices.				Rationale/Critical Assumptions for Indicator: This is a USAID Common indicator (PC 5.7) This indicator assumes that improvements in public information about mediation services, the environment of the mediation offices, and quality of mediation services will encourage individuals who might otherwise take no action to bring their family issues to mediation.							
Schedule/Frequency of Data Collection: Quarterly collection/report				Method/Approach of Collection/Calculation: Data will be collected by mediation office staff from ledgers kept at mediation office, and transmitted to the project by the Ministry of Justice, with spot checks of the actual ledgers by project staff. Once an electronic management information system is in place, the project may also receive the data directly from the mediation office, and will spot check against the paper ledgers.							
Responsible Officer: Margaret Groarke, Cognizant Technical Officer											
Data Limitation and Quality Assessments: Data quality assessment will be applied on the following: USAID sponsored mediation center case ledgers; MIS in the USAID sponsored mediation centers; Spot check and comparison for the logbook and MIS periodically.				Data Analysis/Dissemination Plan: After being gathered from mediation centers ledgers and the Ministry of Justice, project staff will review the data and disseminate it to USAID and partners via annual and quarterly reports.							
				Other Donors in Sector: No other donors are supporting the mediation offices.							
Indicator's Relevance to Gender: In family law cases, women by law must first seek access to the legal system through mediation, and increases in cases filed indicate increased access to effective legal services for women in particular.											

**Indicator's Relevance to Poverty:** By law, mediation, unlike litigation, is free of charge, and increases in cases filed indicates increased access to effective legal services for those that cannot afford other alternatives

**Additional Comments:** The project will directly support the 26 mediation offices located in the 3 pilot governorates of Giza, Minya and Port Said, in staff training, deployment of the management information system (MIS), and physical improvements. The project will work with other mediation offices in Egypt on staff training only. This indicator will look only at the 26 mediation offices in the pilot area, because only those 26 offices will receive the full support package including training, MIS and physical improvements.

\*Since the scheduled completion of the Project is July 15, 2010, the actual FY-2010 figures will be projections based upon figures gathered at the end of the 3d quarter of FY-2010.

## IR 21.3: Increased Availability of Legal Services (PC 5: Strengthen the Justice Sector)

Performance Indicator 21.3.8: # of cases resolved in USAID sponsored mediation centers annually. (USAID Common Indicator PC 5.7) Unit: Annual number of cases											
Results Data	Baseline 2006	2007	2008	2009	2010*	2011	2012	2013	2014	2015	2016
Targeted		1% over prior yr.	2% over prior yr.	3% over prior yr.	2% over prior yr.						
Actual											
<b>Indicator Description (Definition):</b> A USAID-sponsored mediation center is a Ministry of Justice mediation office in the target governorates of Giza, Minya and Port Said that, through USAID assistance under the Egypt Family Justice Project, received USAID assistance in the form of staff training, development and deployment of a new management information system and physical improvements, including equipment. A case brought to a mediation center is one that has been entered into the mediation center's case ledger and issued a case number. A resolved case is one where the parties reached an agreement that was recorded in the mediation office ledger and forwarded to the family court for execution.											
<b>Data Source:</b> Case ledgers kept in mediation offices.						<b>Rationale/Critical Assumptions for Indicator:</b> This is a USAID Common indicator (PC 5.7) This indicator assumes that improvements in mediation office operational systems and infrastructure, and improved quality of mediation services will result in more successful mediation.					
<b>Schedule/Frequency of Data Collection:</b> Quarterly collection/report.						<b>Method/Approach of Collection/Calculation:</b> Data will be collected by mediation office staff from ledgers kept at mediation office, and transmitted to the project by the Ministry of Justice, with spot checks of the actual ledgers by project staff. Once an electronic management information system is in place, the project may also receive the data directly from the mediation office, and will spot check against the paper ledgers.					
<b>Responsible Officer:</b> Margaret Groarke, Cognizant Technical Officer											
<b>Data limitation and Quality Assessments:</b> The Ministry of Justice counts as "resolved" all mediation cases that do not proceed to litigation. This results in a very serious over-count because a large number of mediation cases that fail to reach an agreement are abandoned at the end of mediation. As such they do not proceed to litigation. The mediation offices do compile statistics on the number of cases reaching recorded agreements, and these are reported to the MoJ, but the MoJ does not release these numbers readily. For this reason, the project will independently verify directly with the mediation offices the number of recorded agreements reached.						<b>Data Analysis/Dissemination Plan:</b> After being gathered from mediation centers ledgers and the Ministry of Justice, project staff will review the data and disseminate it to USAID and partners via annual and quarterly reports.					
						<b>Other Donors in Sector:</b> No other donors are working with the mediation offices.					

<p><b>Indicator's Relevance to Gender:</b> In family law cases, women by law must first seek access to the legal system through mediation, and increases in cases resolved indicate increased access to effective legal services for women in particular. .</p>
<p><b>Indicator's Relevance to Poverty:</b> By law, mediation, unlike litigation, is free of charge, and increases in case resolutions indicates increased access to effective legal services for those that cannot afford other alternatives</p>
<p><b>Additional Comments:</b> The project will directly support the 26 mediation offices located in the 3 pilot governorates of Giza, Minya and Port Said, in staff training, deployment of the management information system, and physical improvements. The project will work indirectly with other mediation offices in Egypt through NCJS, on staff training only. This indicator will look only at the 26 mediation offices in the pilot area, because only those 26 offices will receive the full support package.</p> <p>The single biggest reason for failure to reach a mediated agreement is failure of the second party to attend mediation. In instances where mediation actually takes place, resolution rates are relatively high. Efforts to improve resolution rates will need to focus on getting parties to attend, which may be determined by factors outside of the control of the Project or the mediation offices.</p> <p>*Since the scheduled completion of the Project is July 15, 2010, the actual FY-2010 figures will be projections based upon figures gathered at the end of the 3d quarter of FY-2010.</p>

### IR 21.3: Increased Availability of Legal Services (PC 5: Strengthen the Justice Sector)

Performance Indicator 21.3.9: Number of people trained (USAID Common Indicator 5.9)						
Unit: Annual number, disaggregated by sex						
Results Data	2006	2007	2008	2009	2010*	TOTAL
Targeted	60	300	300	300	200	1160
Actual						
<b>Indicator Description (Definition):</b> Total number of Judges, mediation office staff, JIC staff and NGO or Media representatives (male and female) trained in Egypt and Overseas annually, disaggregated by sex. Participants are counted once every year. Inclusion in previous years does not exclude people in subsequent years. Unit: Number of people						
<b>Data Source:</b> Participant registration forms, participant attendance sheet- signed by the participants.			<b>Rationale:</b> This is USAID Common Indicator 5.9  <b>Critical Assumptions for Indicator:</b> Ministry of Justice approves the Judges and staff for training.			
<b>Schedule/Frequency of Data Collection:</b> Quarterly			<b>Method/Approach of Collection/Calculation:</b> Data will be compiled based on the training sign in sheets and registration forms which are collected and entered on training database. Tracking of individual names and the training they received will be obtained from the training database.			
<b>Responsible Officer:</b> Margaret Groarke, Cognizant Technical Officer						
<b>Data limitation and Quality Assessments:</b> As with all other indicators reported to Washington, the responsible officer will conduct a Data Quality Assessment every 3 years.			<b>Data Analysis/Dissemination Plan:</b> The implementing partner will transmit the data to USAID/Egypt in its quarterly and annual reporting.			
			<b>Other Donors in Sector:</b>			
<b>Indicator's Relevance to Gender:</b> Indicator disaggregated by gender.						
<b>Indicator's Relevance to Poverty:</b> N/A						
<b>Additional Comments:</b> This is a common USAID indicator. It is expected that the trained figures increase due to the fact that NGO grants will include training programs. *The end date for the project is July 15, 2010, and target for 2010 reflects the partial year.						

### IR 21.3: Increased Availability of Legal Services (PC 5: Strengthen the Justice Sector)

Performance Indicator 21.3.10: Number of Civil Society Organizations (CSOs) whose capacities were strengthened (USAID Common Indicator 11.2.1)

Unit: Annual number of CSOs showing improvement

Results Data	2006	2007	2008	2009	2010*
Targeted	0	20	35	30	5
Actual					

**Indicator Description (Definition):** Total number of CSOs/NGOs receiving grants under the FJP grant activity that show capacity increase annually. CSOs are counted for each year in which they demonstrate improvement of capacity. "Strengthened capacity" is measured with an NGO scorecard tool and database developed by Family Justice Project. FJP has devised an institutional capacity "scorecard" as described in *Recent Practice in Monitoring and Evaluation TIPS*, 2000, No. 15, "Measuring Institutional Capacity." The scorecard looks at all relevant factors in rating CSO capacity, and assigns a 1 or a 0 depending on whether the factor is present. Factors are weighted depending on their importance. Each factor score is multiplied by its weight for a weighted factor score. All weighted factor scores are totaled for an overall capacity score for the CSO. If a CSO improves its prior year score, it is counted among those whose capacities were strengthened. The CSOs are evaluated initially upon award of grant to establish a baseline, and re-evaluated regularly by project staff using the scorecard, and changes in CSO capacity are recorded and retained by FJP. **NOTE: When it is finalized, a copy of the NGO Scorecard will be submitted to the CTO for inclusion in the PMP file.**

Unit: Number of CSOs

<b>Data Source:</b> FJP staff, in collaboration with CSO staff	<b>Rationale:</b> This is USAID Common Indicator 11.2.1 <b>Critical Assumptions for Indicator:</b> NCCM approves NGO for grant.
<b>Schedule/Frequency of Data Collection:</b> Annually.	<b>Method/Approach of Collection/Calculation:</b> Data will be compiled by FJP staff based upon the NGOs Scorecard tool developed. The scorecard tool is a weighted checklist to periodically re-evaluate the NGO to track improvement. The data will be entered into an electronic list of specific features indicative of capacity. FJP staff will periodically update the NGO database. Cumulative data can be retrieved from the database, or from the paper forms used to collect the data.
<b>Responsible Officer:</b> Margaret Groarke, CTO	
<b>Data limitation and Quality Assessments:</b> As with all other indicators reported to Washington, the responsible officer will conduct a Data Quality Assessment every 3 years.	<b>Data Analysis/Dissemination Plan:</b> The implementing partner will transmit the data to USAID/Egypt via quarterly and annual reporting
	<b>Other Donors in Sector:</b>
<b>Indicator's Relevance to Gender:</b> The indicator is relevant to gender in that the CSOs targeted for capacity development are all closely involved in promotion of rights for women and children	
<b>Indicator's Relevance to Poverty:</b> The indicator is relevant to gender in that the CSOs targeted for capacity development are all closely involved in promotion of rights for powerless in society.	
<b>Additional Comments:</b> This indicator is designed to measure capacity changes among CSOs participating in FJP's grant program. The target numbers are therefore dependent upon the nature and quality of the grant applications, since these factors will determine both the number of grants awarded and the duration of each grant. *The small target number of CSOs showing capacity development in 2010 reflects fact that the FJP end date is July 15, 2010, and we anticipate finishing activities under the grant program during the 2nd quarter 2010.	

## **Family Justice Project**

USAID/Egypt  
Contract DFD-1-00-04-00175-00

# **PROCUREMENT PLAN FOR FAMILY JUSTICE ACTIVITY MANAGEMENT INFORMATION SYSTEM**

September 3, 2006



# **DRAFT V1**

## **1.0 Description of Project Information Technology Component and Objectives**

### **1.1 Introduction and Purpose**

This Procurement Plan is submitted in accordance with ADS 548, “Program Funded Information Technology.” It is intended to facilitate M/IRM review of the commodities to be purchased in support of Contract DFD-1-00-04-00175-00, “Family Justice Activity.”

### **1.2 Description of Management Information System**

On March 17, 2004, the Government of Egypt (GOE) issued Law No.10 that provides a new procedural legal system devoted to family disputes. Issued on the same day, Law No.11 established the Family Insurance Fund; the Fund will provide alimony and child support payments under family court orders in cases where such payments cannot otherwise be collected. The intent of these two measures is to help stabilize the family, but in particular to protect children’s welfare.

The Family Justice Activity (FJA) is designed to work with the Egyptian Ministry of Justice (MOJ) to support implementation of selected aspects of the Family Court Law (FCL). In the FJA three principal activities are planned: first, strengthen the capacity of the family justice system to mediate family disputes; second, increase access to information on family legal services; and third (Task Three), establish a Management Information System (MIS) to support the delivery and track results of mediation services. This procurement plan focuses on the purchases needed for this third activity

The development and deployment of a Family Court System MIS is designed to contribute to USAID’s Intermediate Result 3, “Increased Availability of Effective Legal Services,” by enhancing access to justice for families in the newly established family court system. Under the FJA, the MIS is intended to serve 26 Family Court mediation offices in the three Egyptian Governates of Port Said, Giza, and Minya. The MIS will use information technology software and hardware, coupled with improved processes incorporated into an information technology assisted workflow framework, to improve the family mediation process with the collection, analysis, and reporting of data. Furthermore, the MIS includes distributed processing at mediation offices as well as a centralized data-center at the JIC. The MIS will facilitate the daily work at mediation offices which will enhance the capability of the mediators and responsiveness to families. It will also support higher level managers and decision makers with consolidated statistics and data analysis queries.

### **1.3 MIS Key Objectives**

The following MIS objectives were derived from the FJA Statement of Work, as well as the Task Order for Contract DFD-1-00-04-00175-00. The objectives are:

- Improve the Family Courts’ ability to mediate family disputes
- Provide rapid and effective information on what is and what is not working
- Track program results by providing accurate and valuable feedback on the FJA’s program performance

#### **1.4 Roles and Responsibilities**

The Judicial Information Unit (JIU) is the primary lead for Task Three within the Ministry of Justice (MOJ) and the Government of Egypt. As the primary Information Technology provider to the MOJ, the JIC is responsible for the Task Three Software Development Life Cycle activities, to include defining MIS acceptance criteria to ensure the MIS meets all system performance requirements. Management Sciences for Development (MSD), the primary contractor for the FJA project, is responsible for providing project management expertise and technical assistance for the FJA MIS. MSD has selected Triamer Information Sciences, Inc. (hereafter known as Triamer) as a subcontractor to provide that project management expertise and technical assistance for Task Three. Working through the Ministry of Justice's Judicial Inspection Department, led Counselor Intissar Nessim, Triamer is supporting the JIC's development of the MIS for the aforementioned 26 Family Court mediation offices.

In addition, MSD is responsible for providing basic information system commodities (hardware and software) to the selected mediation office sites. USAID has set aside \$150,000 for the purchase of hardware and software for the mediation sites. Based on the MIS design and implementation approach, MSD will provide a maximum of \$150,000 in computer equipment and commodities to designated sites on a cost-reimbursable basis. The JIC will install the equipment, ensure the equipment is functioning properly and operating in accordance with the MIS design.

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## 2.0 Summary of IT Needs Assessment

### 2.1 Mediation Offices Surveyed

Initial needs assessments were conducted at 25 of the 26 mediation offices (see Table 1.) between April and June, 2006. In addition, from August 22 – 28 each office was visited a second time by a joint JIC/MSD team to specifically evaluate the suitability of the environment from an IT infrastructure point of view and talk to key MIS users about their information needs.

Governate	Mediation Office	Date
Port Said	PortSaid	TBS
Port Said	PortSaid Al Mina	TBS
Port Said	PortSaid Al Dawahy	TBS
Giza	Dokki Mediation	TBS
Giza	Agouza Office	TBS
Giza	Bandar Imbaba	TBS
Giza	Markaz Imbaba	TBS
Giza	Bandar Giza	TBS
Giza	Markaz Giza	TBS
Giza	Boulaq Al Dakrour	TBS
Giza	Markaz Imbaba	TBS
Giza	Al Omraneya	TBS
Giza	Al Ayat	TBS
Giza	Al Badrasheen	TBS
Giza	Al Saf	TBS
Minya	Bandar Minya	TBS
Minya	Markaz Minya	TBS
Minya	Samalout	TBS
Minya	Matai	TBS
Minya	Bani Mazar	TBS
Minya	Al Adwa	TBS
Minya	Abu Qurqas	TBS
Minya	Bandar Mallawy	TBS
Minya	Markaz Mallawy	TBS
Minya	Deir Mawas	TBS
Minya	Maghagha	TBS

**Table 1. Mediation Offices Visited**

### 2.2 Current Information and Operational Environment

The information environment at the mediation office level is particularly challenging. The clerks do the majority of the data collection, and it is done manually. These clerks would be the principal beneficiaries of automation at the mediation office level. While all governates are not standardized, the forms which are used in the Family Court process are very similar, if not

identical. Case files are established and filed in a central repository, which is either a locker or filing cabinet in the mediation offices. Because case loads are often quite high, the mediation offices keep statistics on a daily basis by recording individual case summaries into a book at the end of the day. This summary is updated again at the end of the month. If they keep up with it daily, it only takes a few hours at the end of the month; however, several mediation offices reported that it takes about “two to three days” to manually compile the monthly reports. There are no easy ways to determine whether there is an existing file somewhere else that needs to be considered in the current case.

From the chief judges’ points of view, the most important statistics are number of applications, types of applications, number of cases successfully and not successfully mediated, and types of cases that are increasing or decreasing. Applications are divided into the same categories which the 2004 Family Law identifies as “mandatory mediation,” and these are the categories they track statistically in all mediation offices. Presently, those statistics are totaled at the end of each day and then compiled at the end of the month. The mediation offices give the statistics to the Chief Judge, who loads them into his computer. While that monthly compilation process takes about 2 – 3 days, one Chief Judge said that he needs the information “within minutes.” During case judgments, the Chief Judge often needs near real time information which could be easily gathered from a central database if it existed. Tracking cases across governates is also problematic in the current information environment. The case should be resolved wherever it was originally filed, but finding out whether it was unresolved in another governate is extremely difficult. Coordination with other governates is very time-consuming, often taking months to complete. Multiple filings are common.

At the national level, there is currently no means of collecting and evaluating country-wide data. While evaluating mediation effectiveness in the family courts at the national level is a GOE policy decision, the JIU does receive certain printed monthly statistics from all the courts at the country level. If the JIU had an integrated country-wide database, the JIU would have the ability to make faster and better informed decisions. For instance, the JIU would be able to compare the 10 mediation categories mandated by law from each mediation office in order to know what categories were increasing and what categories were decreasing.

Current status of information technology infrastructure at the sites is: *TBS*

### **2.3 MIS Expectations and Needs**

Initial user expectations for the MIS were established through interviews with key MIS stakeholders from April – August 2006. Stakeholders are those that have a vested interest in the development, operation, sustainment, and use of the MIS. Stakeholders include MOJ officials (NCJS, JIU, and JIC); chief judges; chief administrators; mediation office heads; psychological, sociological, and legal experts; and intake workers. A synopsis of the MIS expectations/needs are a system that has:

- Ease-of-use for all key stakeholders, while providing the ability to analyze trends in mediation offices according to key indicators, with minimal training
- Ability to lessen the workload of mediation office workers, particularly in compiling statistical reports and searching for individual cases already filed in mediation offices
- Information accuracy, confidentiality, and protection of sensitive family court information

## **DRAFT V1**

- Sustainability in the out-years (i.e., beyond FY2010)
- Development, deployment, and training associated with the MIS designed to minimize the impact on daily operations in the mediation offices
- Backup workflow alternatives for keeping the work flowing easily, in the event the automatic system is inoperative
- Value-added to both the mediation office staff and support to the mediation process
- Look and feel of the current manual work flow forms while eliminating redundant data entry and increasing the accuracy of data entry
- Means to analyze and compare data in the 10 mandated categories
- Means to cross-check data from prior cases and from other governances
- Interfaces with other justice databases
- Ability for real time/near real time query by senior officials

### 3.0 Discussion of Primary Application and System Design Concept

#### 3.1 MIS Scenarios

Figure 1 shows a global model for expected scenarios for the Mediation Process MIS at the mediation offices and MOJ. We envision three scenarios in the mediation offices:

- **(Scenario 1) Mediation locations have no way to setup computer systems**
  - *These locations have no electricity and no real time communications connectivity*
  - *Locations manually processes forms*
  - *A data collector will manually collect and enter data into summary forms for each case*
  - *Periodically, the summary forms will be shipped to the JIC data center*
  - *JIC data center will enter data in the centralized database for all mediation offices*
- **(Scenario 2) Mediation locations accommodate computers but no IT communication facilities**
  - *These locations have electricity but no real time communications connectivity*
  - *Locations use automatic MIS forms data entry*
  - *Data will be downloaded into portable media (e.g., CD format)*
  - *Periodically, the downloaded data will be shipped to the JIC data center*
  - *JIC data center will enter data in the centralized database for all mediation offices*
- **(Scenario 3) Mediation locations can accommodate computers and have IT communication facilities**
  - *These locations are optimal for full automation*
  - *These locations have electricity and real time communications connectivity*
  - *Locations will use the automatic MIS forms data entry*
  - *The data will be automatically transferred to and entered in the JIC data center as required via Internet/VPN connection*

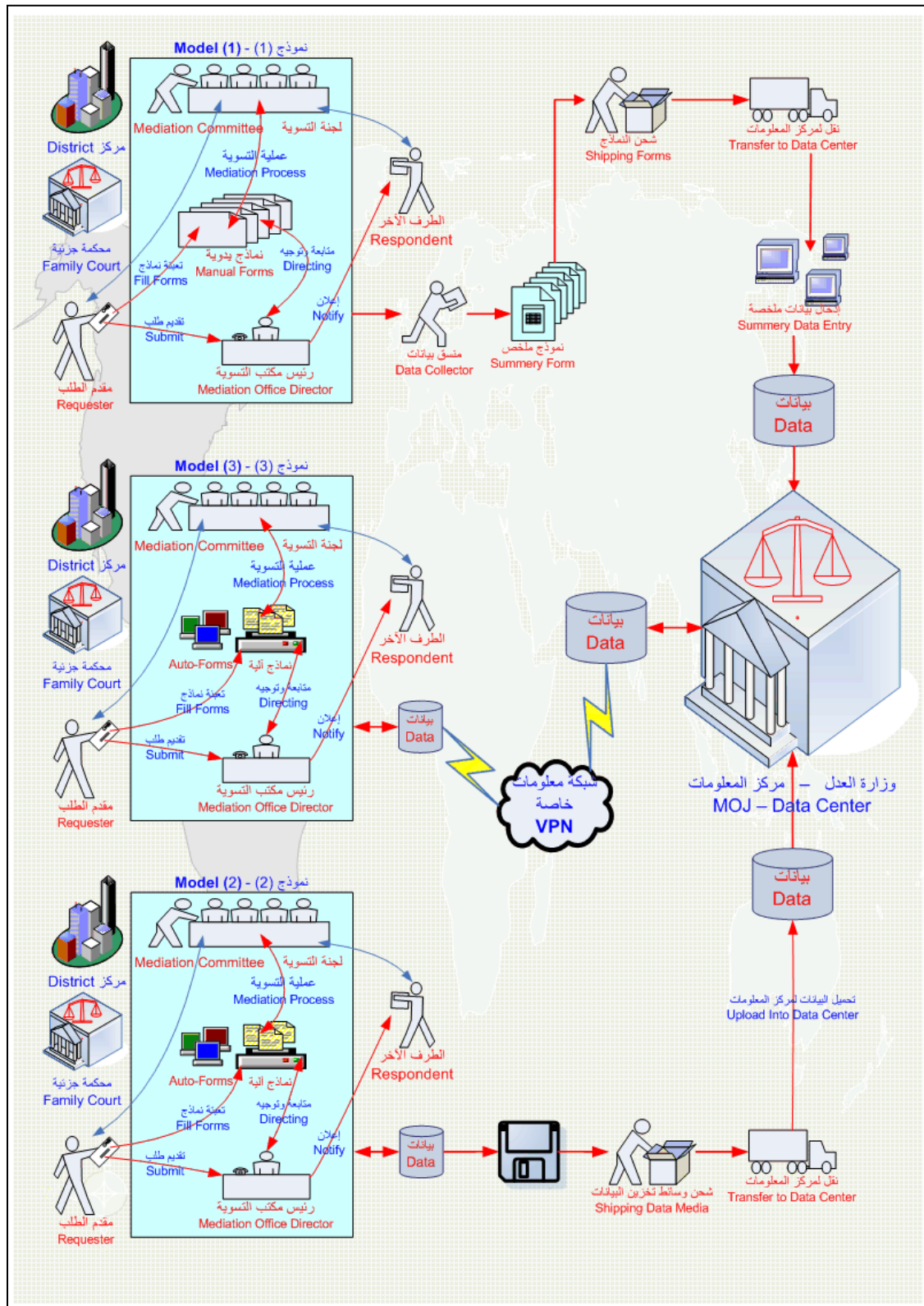


Figure 1. MIS Scenarios

### 3.2 Constraints

The global picture of the mediation automation process as shown in Figure 1 has some limitations or implied constraints for the solution. Those are:

- **Infrastructure**

- *Unreliability of power*
- *Lack of sufficient power outlets*
- *Lack of adequate cooling and dust free environment*
- *Lack of communications connectivity*
- *Lack of adequate space*
- *Lack of adequate numbers of computers*

- **Training**

- *Lack of training for staff to use computers*

- **Processes**

- *Lack of standardized processes agreed upon among all sites/governances*



#### **4.0 List of IT System Specifications, Including Hardware and Software Architecture**

Figure 2 shows a replicable model for the equipment at a mediation office. It is assumed that there will be two workstations, two uninterruptible power supplies, and a multi-function machine. The workstations will be connected (networked) back-to-back using UTP wires. The multi-function machine will be connected directly to one workstation and accessible to the other workstation through the networking. The workstations operating systems will be Windows XP professional. A modem connection wire will be provided with one workstation (and can be removed and connected to the other as needed); however, this will depend on the availability of the telephone line connection at sites.

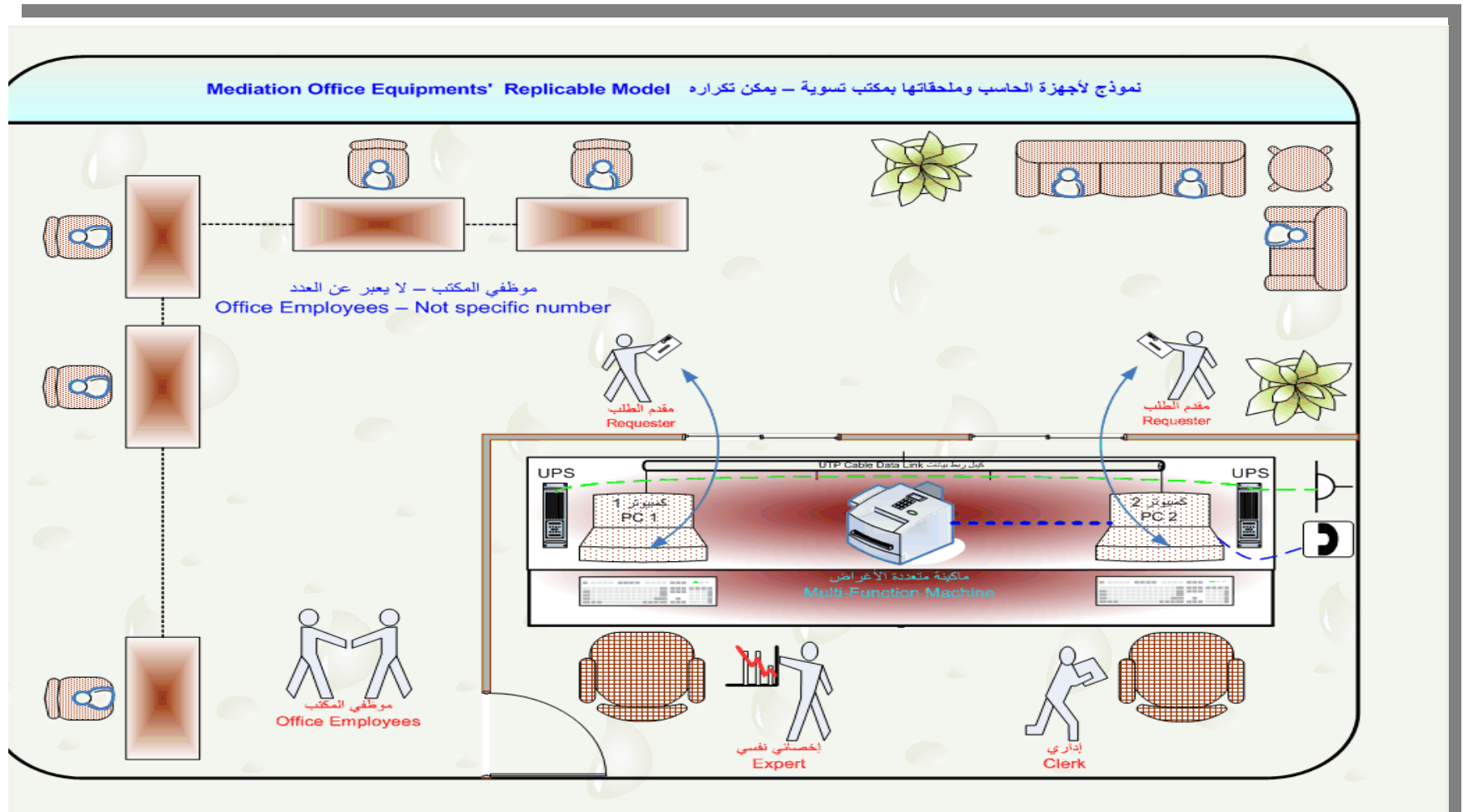


Figure 2. MIS Mediation Office Replicable Model

Table 2 includes a brief specification for the hardware and off-the-shelf software needed for both the replicable model and the JIC data-center.

	Item	QTY	Hardware Specifications	Software Specifications
1	Computer Workstation	2	To be determined	<ul style="list-style-type: none"> <li>• Window XP Professional</li> <li>• Symantec Antivirus</li> <li>• MS Office – Standard</li> <li>• SQL Server - Personal</li> </ul>
2	Uninterruptible Power Supply – UPS	2	300 ~ 500 VA 220 volts	N/A
3	Multi-Function Machine	1	Scanner Laser Printer Fax ~ 8 pages per minuet	N/A
4	UTP cable + Connectors + Ducts (as necessary)		30~50 meters 6 connectors Ducts as necessary	N/A
5	Phone cable		30~50 meters	N/A
6	Labor work days – for installations at mediation offices.	2 days		N/A
7	JIC Data – Center Server	1	To be determined	<ul style="list-style-type: none"> <li>• Windows Server 2003 – Standard Edition.</li> <li>• Symantec Antivirus</li> <li>• SQL Server 2005 – Standard Edition</li> </ul>
8	JIC Data – Center Backup Server	1	<ul style="list-style-type: none"> <li>• To be determined</li> <li>• Extra Storage Space</li> </ul>	<ul style="list-style-type: none"> <li>• Windows Server 2003 – Standard Edition.</li> <li>• Symantec Antivirus</li> <li>• SQL Server 2005 – Standard Edition</li> </ul>
9	JIC Development Workstations –This item is depending on the availability of budget after having all the essential items.	TBD	<ul style="list-style-type: none"> <li>• To be determined</li> </ul> <p>Can be used as backup workstations for the mediation offices.</p>	<ul style="list-style-type: none"> <li>• Window XP Professional</li> <li>• Symantec Antivirus</li> <li>• Development Environment</li> </ul>

**Table 2. Hardware and Software Specifications**

## **5.0 Results of Any Studies Recommending Specific IT Tools or Platforms**

According to initial discussions with the JIC, the JIC will want the development of the MIS to build on existing skill sets of the JIC staff, which represents the sole IT capability for support to the MOJ. The JIC is currently installing a data center for use in the Administration of Justice Support (AOJS) II project. The FJA procurement planning has taken that hardware and software into account and will build on existing platforms wherever possible.

## **6.0 Maintenance and Support Plans for the MIS**

To be developed after consultation with the JIC.

## **7.0 Description of Host Country Institution Infrastructure**

There are two separate USAID-funded projects which are developing a significant IT infrastructure for the JIC: AOJS II and Criminal Justice Reform. Of the two projects, AOJS II is further along and will provide the baseline capability which the Family Justice MIS will build upon. However, neither AOJS II nor Criminal Justice Reform will automate any aspects of the Family Court system. While many of the MIS stakeholders were in favor of automating the Family Court system, this is not currently a task under the FJA project.

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### 8.0 Relevant System Cost Information

The following table includes the estimated budget for acquiring and implementing the proposed equipment model for the mediation offices and the data-center at the JIC.

	Item	QTY	Estimated Unit Price	Estimated Total Price	Mediation Offices Equipment
1	Computer Work Station	2	\$1,800	\$3,600	
2	UPS	2	\$200	\$400	
3	Multi-Function Machine	1	\$600	\$600	
4	UTP cable + connectors + ducts	1	\$50	\$50	
5	Phone cable	1	\$10	\$10	
6	Reserved Amount for Extras	1	\$300	\$300	

Total equipment per mediation office	\$4,960
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Total equipment for 26 offices	\$128,960
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7	Data Center Server	1	\$6,000	\$6,000	Center	Data
8	Data Center Server - Backup	1	\$7,000	\$7,000		
9	JIC - Workstations	2	\$1,800	\$3,600		
10	Reserved Amount for JIC extras	1	\$4,440	\$4,440		

Total equipment for JIC data center	\$21,040
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Estimated Gross Total for the FJA -T3 Equipment	\$150,000
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*Note: the prices might be changed (+/-) according to the discounts of quantities and the availability of the software licenses at the JIC.*

**Table 3. Estimated Costs**

## **9.0 Measurable Success Factors or Outcomes to Assess IT Transfer**

The long-term success of the Family Justice Activity will be measured through the statistical trends currently tracked by the JIU: the number of cases filed, the number successfully mediated, and the number sent to litigation. However, the data currently collected by the mediation offices has the capability to not only provide aggregate trends, but help decision makers determine the nature of the cases which are declining or increasing. Therefore, the MIS' ability to provide timely data to the JIC, as well as the JIC's ability to provide the insights necessary for MOJ decision makers to make appropriate changes to the mediation processes, will constitute the ultimate measure of merit for the MIS. Specific factors include:

- Increased availability of statistics which support the decision makers regarding the family mediation process
- Reduction of the number of failed cases
- Increased communication between the mediation process community of users which increases the probability of positive changes of the process and results in increased success of mediation
- Increased trust of the families in the mediation process, which increase the number of successful mediated cases in a shorter time frame
- Increased usability of the MIS by having the ability to identify the implied success factors, such as professional experts, seasons, national economy, education, communication tools, infrastructure...etc.
- Increased capacity of the JIC's technical staff in project management expertise and utilizing technology to build similar or more complicated systems

## Project Budget





